

It's About Expectations...

We very much appreciate and value you as a patient in our practice. So that we may continue to have an excellent, mutually beneficial relationship, we would like to take this opportunity to reiterate our office expectations.

As a patient of our practice, you can expect us to:

- Greet you in a friendly, professional manner
- Seat you as soon after your arrival as possible (if you are not seated 15 minutes after your appointment time, you will be given two free movie passes!)
- Outline the cost associated with any treatment before beginning
- Strive to perform painless dentistry
- Provide the most advanced dental procedures and materials
- Explain the treatment being performed
- Maintain a clean office
- Sterilize all instruments and disinfect all treatment rooms
- Do everything possible to make you feel welcome and comfortable
- Treat you with the utmost professionalism and personal attention
- Assist you in processing your insurance claims not to exceed eight weeks
- Remind you of your scheduled appointments one day in advance
- Treat any friends and family you refer to us with the same friendly, personal attention

As a patient of our practice, we expect you to:

- Keep your scheduled appointments. We do require a two business day notice for any appointment changes to avoid a \$75.00 cancellation fee
- Arrive on time for your appointments (if arriving later than 15 minutes after your appointment, your appointment will need to be rescheduled and a \$75.00 cancellation fee will be applied)
- If you have insurance, pay your estimated insurance portion at the time services are rendered.
- If you do not have insurance, pay for your services at the time they are rendered
- Provide us with current and accurate insurance information
- Keep us updated regarding changes in your personal information, such as address and telephone numbers
- Notify us of changes of your general health status, including any special needs that you may have
- Brush and floss daily as recommended by our doctor and staff
- See us regularly for your six month exams and cleanings as recommended by our doctor and staff
- Feel comfortable referring your friends and family members to our office

Signed _____
Patient

Date _____

Signed _____
Dr.'s Office

Date _____